

The truth as I witnessed it.

DOXA USA is basically smoke and mirrors, it exists only as a name, as here in the US we only DBA (Doing Business As) DOXA Watches, we are actually incorporated in the State of Texas as Synchron Watch Group LLC.

Let me stated this, and many of you know this. I was not part of anything that was dishonest not did I hoodwink anyone. Many of you knew every problem as it arose; as I had, BCC'd certain people every time something arose. I was honest with every person I dealt with. My customer service was truly, based on the fact that I cared about the customer, and about the product. I still care about the customer, and hope that they will continue to receive excellent customer service.

As far as overpriced watches, well that could be said about almost every watch. DOXA watches, no matter where they are great watches in my opinion. The management of DOXA leaves a lot to be desired.

Many of you are asking why my silence, well it is all about timing, and for me it was to recuperate my losses and my paycheck. When I was terminated I was told three days after termination that it would be sometime within a week. I responded to that as if my money was being held hostage. I also promised John P. 48 Hours to do damage control.

As far as my posting is concerned, I did not kiss and make up with DOXA; John P. called me very upset, and asked me to do him a favor. So, I obliged out of friendship....I did not recant anything. However, I did sincerely apologize to those who had emailed me and stated that what I had done was lower myself. The John asked for 5 hours of peace, I offered him 48 hours. Incidentally, I have talked to John P., more on the phone since I was fired that I did the entire time I worked for DOXA. One of the things that made me laugh one time was during the Michael incident; John P. stated to me that, "***You are going to make me call and talk to you***".

My termination was more than just asking for a pay raise, it was a combination of months of strain and frustration on both of our parts. One of the issues that I kept bringing up was the fact that I had been there quite a while and only talked to John P. I have never spoken to Rick Marei or anyone else for that matter. The one time I called to talk to Rick about an issue that needed to be resolved he stated he could not talk to me as his wife had a headache.

During my tenure at DOXA, one of the issues I kept bringing up was freedom of speech, and the fact that if they keep deleting postings, and/or redoing them they were going to be sued. I was constantly told that DOXA could not be sued according to their attorney.

When DOXA decided to move from TX to CA, I had to tell them that they could not move, without informing both the State of TX, and the US, and incorporate in CA.

We do not have a call center in CA, I do not know whose decision it was to move to CA, I just know it was done for prestige purposes.

The call center in the US, as well as the live chat was I. I manned the phones and answered almost all the live chats.

I had no real sales power as to process a watch I had to log onto the same screen that anyone ordering a watch would.

When I was handling almost everything in the US, I gave myself the title US Rep. DOXA maintained that they wanted me to only use sales rep, and I told them that I could not negotiate anything that they wanted by using sales rep. Who in US Customs or FedEx would seriously talk to a Sales Rep to resolve any issues? Finally, I was made "Online Business Representative", and John was given the same title.

As far as the statements I made they are true.

I was told, that tubes and crowns were not covered under warranty anymore.

Yes, Mr. Jenny did stated (not to me) he did not care about the American Market. I worked for DOXA, I don't know where our MFG Facility outside of the Walca One, in HK.

This is a Direct Quote "***The second is that the Jennys manufacture watches for many other brands which is called private label (in English it is called OEM). The Jennys are bound by contracts not to publish any information to anyone of whom they manufacture for. If this is made public, they might loose millions of \$\$\$. So please be cautious about what you know. Switzerland is ruled by business secrets John and this is one of their strengths and that is also why they never joined the EU. This is also why Americans and actually everyone else consider the Swiss, hard to deal with. Which is true because they have their own rules and game to play***"

Doxa

Selling in Austria

Doxa clocks W. Europe
Ferdinand Frey way 36/6
A-1140 Vienna
Tel: 0043/1/5772644
Fax: 0043/1/5772627
Email: info@doxa.ch
Internet: www.doxa.ch

Firm info.:

Doxa

Contact:

Management:

First name: Rick

Surname: Marei

Tel: 0043/1/5772644

Fax: 0043/1/5772627

email: rick.marei@doxawatches.com

Marketing:

First name: Rick

Surname: Marei

Tel: 0043/1/5772644

Fax: 0043/1/5772627

email: rick.marei@doxawatches.com

Walca Worldwide

Selling in Austria

Walca SA/Walca Trading Corp. Ltd.

Zurich route 23, case postale 8053

CH-2500 Biel 8

Tel: 0041/32/3444242

Fax: 0041/32/3444240

Email: welcome@walcaworldwide.com

Internet: www.walcaworldwide.com

Firm info.:

Walca Worldwide

Contact:

Management:

First name: Markus

Surname: Marei

Tel: 0041/ 32/3444216

Fax: 0041/32/3444240

email: Zaugg@walca.ch

Marketing:

First name: Sven

Surname: Henriksen

Tel: 0041/32/3444215

Fax: 0041/32/3444240

email: henriksen@walca.ch

Patents:

Inventor(s)

Hanspeter Gradel
Alfred Joss
Renato Scarinzi

Assignee

WALCA SA

Application

No. 315945 filed on 1994-09-30

Current US Class

368/294, With bezel or crystal details 368/291 Waterproofing

Examiners

Primary: Bernard Roskoski

Attorney, Agent or Firm

Oliff & Berridge

US Patent References

5154977
Rubber-laminated material for gaskets
Issued on: October 13, 1992
Inventor: Saito

Foreign Patent References

0310007 EP Apr., 1989
0535625 EP Apr., 1993
6808162 DE Nov., 1968
504033 CH Nov., 1970
590512 CH May., 1977
631592 CH Aug., 1982
662922G CH Nov., 1987
681127G CH Jan., 1993
WO89/07287 WO Aug., 1989

**Reproduction de
modèles pour montres**
(Reproduction of famous watch models)

**Riproduzioni di modelli
per orologi**

Walca SA, 23, rue de Zürich,
2500 Biel/Bienne 8. Rechtsnachfolgerin
der Urheberin Messmer & Seiler
GmbH, Basel.
Vertr.: Fuhrer Marbach & Partner,
Bern
Nr. MOD67

15.12.99

Walca SA, 23, rue de Zürich,
2500 Biel/Bienne 8. Rechtsnachfolgerin
der Urheberin Messmer & Seiler
GmbH, Basel.
Vertr.: Fuhrer Marbach & Partner,
Bern

John, you really want to drag me into a discussion and let me start by saying, when you work with customers, you will always have some who are not satisfied and pissed. I don't run to you with complains that I received from customers about you and question your conduct because I am well experienced enough to know that you will never be able to make everyone happy

1. DOXA watches LTD is a Swiss watch manufacturer, whether you accept it or not. You work for the DOXA European subsidiary based in Vienna/Austria, they pay my and your salary
2. DOXA watches LTD have their set of business rules that should be respected by every employee. It applies to me and you and everybody else on their pay role.
3. I hired you John and formally I am your boss although I do not care about job titles. So please do not question my conduct and do not claim I do not my promises. Don't do this either with anyone at DOXA especially that I am ware that you did this several times with Rick.
4. I do not invent any stories about warranty issues and it is simply unacceptable to question your own colleague in favor of a customer who is most likely to lie to save money than me
5. I gave you more freedom than anyone else at DOXA would allow because I trust you and it turn out that you distrust me, isn't this too funny?
6. I do not have to justify DOXAs business rules towards employees but because it is you, I will. We had 3 cases this year where customers were asked to pay for the repair because the damage was clearly not caused by a material or workmanship defect and is not covered by the warranty
7. What do you like to know about me?
8. In Europe we work efficiently and I am your contact person at DOXA and not Rick. Why is this bothering you that much? do you like to pass my authority? if yes, just say it straight!!
9. People will not stop buying because they magnetized they ruined their watches and want to press DOXA to pay for them ruining the watch. You are talking about a negligible percentage of unsatisfied customers which we have to live with and finally we do bow to the customers demand but I do not kiss asses (to put in your words). Which company in the world offers a perfect product with 100% satisfied customers. If you find this company then you are welcome to join them. It is human nature that people are sometimes unsatisfied
10. Stop claiming that DOXA does not advertise. This is simply not true. If you know about marketing you also know that there is a specific percentage of the revenue which is dedicated to PR and marketing and this percentage will grow as revenue grows. A simple business rule. We cannot afford a 10 million \$ advertising campaign because we do not make 50 million \$ revenue yet but we will get there with all the imperfections we have like anyone else in the world

11. DOXA is a symbol for the formula of success and hiring you was part of it. We were the most successful internet watch vendor in the past years and you strengthened the team and the success in 2006 but that does not give you the right to question everything
12. Stoll is doing their job and you should not try to find another service or restoration facility cause that really would piss off Stoll. Stoll & Rick have a long term plan that you are not involve in so please do not talk about something that you do not know
13. You actually listen to what every customer says very well but you get influenced too much by people who are not in a position to judge. They are just expressing their point of view. Not everyone who grows up in the US is a marketing genius
14. If you don't trust me then we have a bigger problem than I expected. You asked me for the Fedex tracking number of a shipment because you did not believe me. I do not do this with you
15. protect your company's interests and colleagues and do not disrupt my, the Jennys or Rick's picture in someone (outside DOXA) else's eyes
16. You are not the DOXA watches US representative and I asked you not to use this in your signature as I got warned from above about this several times and you don't stop
17. Don't promise customers what you cant fulfill and don't tell me that I am not able to fulfill what you promised later on
18. You made many claims in the past about my lack of knowledge in several issues and I just did not bother to answer because I stand above it but now as you are getting very teachy, please stop it !
19. We respect freedom of speech in Europe but there are clear rules you have to obey when you want to join the DOXA family on the forum. Especially misleading information will not be accepted. Rules are rules John
20. Nobody and no company is perfect but we have achieved something that no other watch brand else in the world did and I was doing your job for 3 years and we grew every year by 30-50% except for 2006 with more advertising than ever, so do not blame it on advertising
21. The reason I do not react on every email from you is that I prefer to take my time as I see your statements and claims sometimes contradictive and sometimes only reflect the situation you are currently in
21. Finally and most important is that you should direct your efforts to represent and protect DOXAs interests and other DOXA employees and not anyone else's when you pick the DOXA phone line.

I can go on and on although I really don't want to but you started John ! may be it is time to clear up things and one thing I know for sure, my absence in the US and letting you take over without a training was a mistake, so you choose which way we should resolve the above issues if you like to.

----- Original Message -----

From: john.pfeiffer@doxawatches.com

To: John Vargas

Sent: Wednesday, January 03, 2007 7:24 PM

Subject: Re: Uh, houston, we have a problem...

John, this is not true, absolutely untrue !!!

Now calm down as We would never do something like that

All debits were covered by the card till today.

Now , we need to talk

john

----- Original Message -----

From: [John Vargas](#)

To: rick.marei@doxawatches.com ; [John Pfeiffer](#)

Sent: Wednesday, January 03, 2007 11:49 PM

Subject: Uh, houston, we have a problem...

Before I start, let me say when I say the word “you”, it refers to DOXA Watches. And John P. do not take this personal, as it is not addressed to you.

We have a serious problem...and it is not with a customer it is with me. Right now I am probably the most furious I have ever been in my whole life.

DOXA left me exposed to the wolves, and has ruined my credit ..., which had been perfect, my whole life. Luckily, it will be taken care of as I told them I did not pay the bills.

John (and I still believe you) you told me that FedEx cancelled the card. However, this is not true, as promised; I called FedEx to take care of the billing. That was done without any problems.

Today I received all the HR Magazines. Well I had to relabel all 18 Box's, fill out the forms. I called and scheduled a pick up, cheapest way to Austria. Before, I got a call from FedEx, I got a call from Pitney Bowes for DOXA's postage meter...telling me that I need to put a credit card on file so I can use the machine. FedEx calls as I stated and tells me that I am now a cash customer, so does Pitney Bowes. I asked both of them why I was a cash customer.

And, this is where I get so infuriated, aggravated, and agitated now. They said your company IE DOXA Watches removed the Credit Card from both accounts. I said that cannot be so, this is for shipping items for the Company...I was floored and argued it that it must have been a mistake. Both Pitney Bowes and FedEx stated it was not a mistake the card was removed at the card owner's request. Meaning someone at DOXA Europe called in and cancelled the card.

The thing that infuriates me the most is you (DOXA) did not even tell me about it. You (DOXA) have every right to remove the company credit card. You (DOXA) do not have the right to leave me responsible for the charges, and you do not have the right, not to tell me, and let it go as if nothing happened. My

Social Security Number is everywhere so it reflects on my credit, but more importantly my honor.

There is a lot of serious explaining to do, who did it, why? And ultimately why did you (DOXA) not tell me?

Since I have worked for DOXA, I have not taken a day off. I worked every holiday Christmas, New Years Eve; I was on the live chat with a client. I work countless hours per day, you I never charge you for more than 10. I have taken care of everything you have asked me too, resolved every problem to where the customer has a smile on their face. AND THIS IS HOW I AM TREATED?

John

Warm Regards From The DOXA Team,

John Vargas
DOXA watches USA LTD
www.doxawatches.com
1-877-255-5017

To: [John Vargas At DOXA Watches](#)
Sent: Friday, March 16, 2007 3:41 AM
Subject: Re: Military bracelet troubles!! Urgent attention...

John, Even if I understand this. DOXA will not support it.

If we give away our 10% each time (just exaggerating), the Jennys will close the SUB line

The bracelet is fine John and I cannot replace it. If it were damaged, then O.K. but it is 100% fine ! This is just a ticket for both of us to leave the DOXA. If we cannot explain to customers this then we can only run a loss business.

John, good customer service is not about giving away things for free. Everyone can do this till they close their business but at the end it does not mean it was good customers service. It was just compensating for something.

Let me contact ***** and explain that you fought for him and that our boss said that it has to be done the other way.

To: [John Vargas At DOXA Watches](#)
Sent: Friday, March 16, 2007 2:19 AM
Subject: Re: Military bracelet troubles!! Urgent attention...

John, I understand. The grip you have on this screwdriver is too thin. There is also no place to add a huge screw driver in the package. Now in your words. We have shipped over 1000 of those bracelets and had this problem twice. It is not a serial problem !

If he goes to a jewelry with a bigger screwdriver, then the problem will be resolved within minutes.

As I said before John. At least I have to think in an economical way. our margins are calculated based on 10% of the revenue, so every time we give away those 10% , we're losing. That is why I never give away watch parts.

1. solution is to send a new bracelet for \$250.00 + \$50.00 shipping (4 days), costs \$300.00
2. solution 2 is to walk by a jeweler and spend \$5.00 (everybody had to do this in the early 4 years with the pin and collars)

We need to recommend the 2nd solution and the customer will still be O.K.

Best regards
Customer Care
DOXA WATCHES LTD

springbars are always free...

John Vargas
Business Representative
DOXA Watches USA
503 Clarissa Drive
Brandon, FL 33511
john.vargas@doxawatches.com
www.doxawatches.com
Phone: 813-425-3522
Fax: 813-571-9506

To: [John Vargas At DOXA Watches](#)
Sent: Saturday, March 17, 2007 12:25 PM
Subject: Re: Request for extra spring bars

John, do you send everything out for free? straps, boxes, tubes, hats etc..?

----- Original Message -----

From: [John Vargas At DOXA Watches](#)
To:
Sent: Saturday, March 17, 2007 5:12 PM
Subject: Re: Request for extra spring bars

I will get them out in the mail on monday...

John

John Vargas
Business Representative

DOXA Watches USA
503 Clarissa Drive
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john.vargas@doxawatches.com
www.doxawatches.com

Phone: 813-425-3522

Fax: 813-571-9506

----- Original Message -----

From: [lhappel](#)

To: john.vargas@doxawatches.com

Sent: Saturday, March 17, 2007 10:47 AM

Subject: Request for extra spring bars

Hi John:

My address is:

**** *

Rochester, MN 55901

I need spring bars for my Sharkhunter Sub 750T. I really appreciate you doing this!

OK...this time, I am not going to argue.

John Vargas
Business Representative
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503 Clarissa Drive
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john.vargas@doxawatches.com
www.doxawatches.com
Phone: 813-425-3522
Fax: 813-571-9506

----- Original Message -----

To: [John Vargas At DOXA Watches](#)

Sent: Tuesday, March 20, 2007 3:00 AM

Subject: Re: Class Action Lawsuit

John, what are you talking about? This is just BS

----- Original Message -----

From: [John Vargas At DOXA Watches](#)
Sent: Tuesday, March 20, 2007 3:55 AM
Subject: Class Action Lawsuit

I just thought I give you a heads up...

I just got off the phone with someone who spent the entire time yelling at me, he stated that he was promised in writing, by Rick when he was here that he was going to be a dealer for the retail version, and that they would never be sold online. He was contacted by another dealer who said the same thing.

Well, long story short he would not tell me his name. But, he did mention that his and the other persons lawyer are going to file a Class Action Lawsuit against DOXA.

http://law.freeadvice.com/financial_law/broker_disputes/class_action.htm

John

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My email is not offensive, nor is it full of lies or assumptions. Your swearing at me after, I told you never swear at me is offensive.

I sent you the properties of the header of the email, as you can see, it came from DOXA, so saying it did not and calling me a liar is offensive.

In regards to retail and online sales, I suggest you read your own postings.

If it is war you want, then it is war you shall get. Your arrogance, in your writing will dictate my response.

Remember this...you reap what you sew. Never assume anything...however since you have, I have disconnected my IMAP Server to save all the emails as I gather you are going to delete my account and all that is with it. So, should you

decide to communicate with me, you will have to communicate via my regular email address until all is sorted out.

John Vargas
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Fax: 813-571-9506

----- Original Message -----

From:
To: [John Vargas At DOXA Watches](#)
Sent: Friday, March 23, 2007 9:27 AM
Subject: Re: re:sales

John, your email is very offensive towards me and DOXA and I will not reply to it now. It is full of lies and assumptions and nothing true or concrete

I like to tell you that the email you have forwarded below did not come from DOXA ! It is most likely to have been put together by someone else.

Every email going out from the sales account since 2000 is archived, so if you send me the date when this email was sent, I will be glad to look it up but I know it does not exist in this form.

Now we will stop this conversation to determine the consequences. I assume you are not with us anymore?

Thank you for your help and support over the past months

----- Original Message -----

From: [John Vargas At DOXA Watches](#)
To:
Sent: Friday, March 23, 2007 12:38 PM
Subject: Re: re:sales

I have numerous emails from you stating that retail and online sales would never cross and would be two different entities.

From: sales@doxawatches.com

To: john.vargas@doxawatches.com

Sent: Tuesday, June 20, 2006 6:18 PM

Subject: questions about online and retail and the DOXA answer to it

Dear Sir,

Thank you for your inquiry,

The DOXA re-edition series is only available exclusively through our website www.doxawatches.com directly from the DOXA factory, the re-edition series is offered and shipped directly from the factory at manufacturer's whole sale price foregoing retailer margins and guaranteeing discounts of up to 50% over the projected retail price in the US and Canada starting 2007. You also save state taxes of up to 11%

Our internet prices include FedEx overnight shipping fees, Shipping has been handled by FedEx which has proven to be the most reliable, fast and secure shipping service from Switzerland. Your watch comes with a 14 day money back guarantee unless worn or damaged.

Retail Sales will be through authorized dealers, and not available online. Retail Sales will consist of only COSC models and be available exclusively through hand selected retailers.

So, your theory of never giving a verbal/written agreement is already out the window as this is what you emailed to a customer almost a year ago.

Greed factor is getting the best of DOXA and more importantly you. Ultimately DOXA is going to end up losing business. You have stated number times on the forum that internet sales and online wouldn't cross. You have told me on the phone...repeatedly that they are two different entities. Actually to quote you, you once stated "*fuck retail, we are online sales, that won't change retail will be its own division*". I also have something similar to this in writing.

The lies and the BS told to clients, customers, and now retailers has to stop.

I am preparing my resignation letter, in it I will address all the fallacies that have been stated and then counteracted/contradicted via your own words, in writing.

I will not be a part of any organization that says one thing, and constantly does another.

John

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Fax: 813-571-9506

----- Original Message -----

To: [John Vargas At DOXA Watches](#)
Sent: Friday, March 23, 2007 2:24 AM
Subject: Re: re:sales

John I did not swear at you !! and if you consider it swearing at you!!!, then I apologize

Remember when when we talked, I told you that DOXA would never have given any oral or verbal agreement on not offering the retail models online

Best regards
Customer Care
DOXA WATCHES LTD

visit the DOXA forum at <http://forums.watchuseek.com/forumdisplay.php?f=34>

----- Original Message -----

From: [John Vargas At DOXA Watches](#)

To:

Sent: Friday, March 23, 2007 7:14 AM

Subject: Re: re:sales

**What did I tell you about
swearing at me? You
crossed the line, now...you
are going to pay dearly for
it.**

John Vargas

Business Representative

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503 Clarissa Drive

Brandon, FL 33511

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www.doxawatches.com

Phone: 813-425-3522

Fax: 813-571-9506

----- Original Message -----

From:

To: [John Vargas At DOXA Watches](#)

Sent: Friday, March 23, 2007 2:02 AM

Subject: Re: re:sales

John, this is not true. Please hold your horses, who the fuck ever said that a manufacturer cannot sell whatever fucking product they have. john you are putting a limitation on DOXA at their own home.

NO FUCKING WAY !!!!!!!!!!!!!!!!!!!!!!!